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### Introduction

### Welcome to Riga!

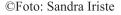
Handbook (Guide) on Services Provided by the Municipality of Riga to Foreigners is a repeated, updated edition that will help to find one's bearing upon arriving to live in Riga.

Riga is a wonderful city, located on the Baltic Sea. Riga is the capital city of Latvia and also its largest city. It covers the area of 304 km<sup>2</sup>. 632 614 inhabitants live here, which is approximately 1/3 of the entire population of the state. As to the ethnic composition, the population of Riga comprises 47% Latvians, 36% Russians, 4% Belarusians, 3% Ukrainians, 2% Poles and 8% belonging to other ethnicities.<sup>1</sup>

The historical centre of Riga has been included in the UNESCO World Heritage List. Unique wooden architecture and wonderful pearls of Art Nouveau architecture have been preserved in Riga. Dynamic and rich cultural life, in all of its manifestations, can be enjoyed in Riga, taking place both in the urban environment, creative districts, at the Latvian National Opera and Ballet, theatres, concert halls, museums, and exhibition halls. There are 100 parks, gardens and squares in Riga. 28 important water bodies are found on the territory of Riga and in its vicinity—lakes, quarries and water reservoirs. There are 6 official swimming sites in Riga. Parks and water surfaces cover a third of Riga's territory, offering extensive possibilities for leisure time activities and recreation. Also, Latvia has the fastest Internet in the Baltic States and the 20<sup>th</sup> fastest Internet globally.

This Handbook has been elaborated as a guide to the municipality of Riga and the services it provides, as well as to the opportunities offered to everyone, who has come to Riga from elsewhere. The Handbook gives a general insight into education, health, social assistance, public transport services ensured by the municipality of Riga, as well as into opportunities for engaging in culture, sports and other leisure activities. It comprises information on and contact details of municipal and State institutions that provide the aforementioned services.

<sup>&</sup>lt;sup>1</sup>Information available in Riga 2020 <u>https://www.riga.lv/lv/media/3955/download</u> was used to prepare this section.





# **Neighbourhood Residents Centre**

In May 2021, the Neighbourhood Residents Centre (NRC) started operating in Riga. NRC's aim is to ensure services in uniform quality and based on the residents' needs in the entire territory of the city, as well as to facilitate effective development of neighbourhoods.

NRC's client service points are located in various neighbourhoods of Riga and residents have the possibility to receive, in a convenient and simple way, an extensive range of services provided by the municipality of Riga, resolve all issues in one place, as well as to provide their proposals and receive support for their initiatives aimed at improving life in the neighbourhood.

### Services provided by NRC:

- providing general information and advice on issues within the municipality's competence;
- accepting documents addressed to the municipality;
- declaring one's place of residence, issuing of certificates;
- issuing permits for all kinds of street trading;
- organising meetings with the Chairperson of the Riga City Council, their deputies, and the managing director of the Riga City;
- granting the right of authorisation in the portal of municipality's services <u>www.eriga.lv</u>
- changing constituency, certification of a signature;
- accept in grequests and assistance in drawing up such regarding various municipal services (for example, coordination of public events, lease of garden allotments, placement of posters, etc.).

#### NRC points are located in

- Centre 49/53 Brīvības Street;
- **Āgenskalns** 46 E.Smiļģa Street;
- Bolderāja 6a Gobas Street;
- Maskavas forštate -31 Daugavpils Street;
- **Teika** 43a Ieriku Street.

A neighbourhood coordinator works in each NRC point, tasked to facilitate residents' involvement and to ensure communication between residents and the municipality on matters of municipal development. Find more about neighbourhood coordinators in the section "Civic Participation".

Toll-free info phone number - 80000 800

E-mail aic@riga.lv

Website www.riga.lv

# **Municipal Public Transport**

Public transport in the city is provided by Riga municipal company "Rīgas satiksme". Only electronic payment system operates in the public transport of Riga and an e-ticket is required to use public transport services.

#### What is an e-ticket?

E-ticket is a uniform electronic ticket that allows utilising the most contemporary and convenient means for paying for public transport services. It also allows using the discounts for using public transport granted by the municipality of Riga to people, who are entitled to them in accordance with the Riga City Council Regulation. E-ticket can be bought from special vending machines, located in the largest public transport stops, in some trams, as well as in shops at the teller and newsstands.

#### How to use an e-ticket?

Upon entering a vehicle of public transport – a bus, trolley-bus or a tram – the blue (personalised) or yellow e-ticket must be applied to an electronic validator. The ride will be thus registered and the passenger has paid for the ride. The passengers who use the 100% discount, for example, school pupils and pensioners, must also register the ride. Monthly tickets, tickets for a certain number of rides, as well as a time ticket (tickets for 1, 2, 4, 5, 10, 20 and 50 are available), as well as a single-ride ticket are available. In 2021, a code ticket also has been introduced, which is a new way for paying on the public transport of "Rīgas satiksme" (tram, trolley-bus, bus), which allows paying for rides by using a smart phone in online regime. The code ticket functions parallelly to the existing system of e-tickets. To use the code ticket, the clients must upload a mobile app on their smart phone. The purchased code tickets must be used within 3 months from the date of purchase.

### Where to find information on the routes and schedules of the city public transport?

Information on the city public transport services, as well as routes and schedules can be found on the website <u>www.rigassatiksme.lv</u>, it provides information in three languages — Latvian (LV), Russian (RU) and English (EN).

Info phone line 20361862, operating hours from 6:00 to 24:00.

# Possibilities to Learn the Latvian Language

The Latvian language is the official language in Latvia. Latvian is the native language for approximately 1.5 million people, of which 92% live in Latvia. Latvian belongs to the family of Indo-European Languages and, together with the Lithuanian language, constituting the group of Baltic Languages.<sup>2</sup> Proficiency in Latvian helps to integrate in the local society, follow and participate in the events taking place in the city. A certain level of language proficiency is required to work in particular professions. To acquire permanent residence permit or the status of a permanent resident of the European Union in Latvia, the proficiency in the Latvian language must be proven.

The degree of proficiency in the official language is divided into 3 levels of language proficiency: basic level A, intermediate level B, and the highest level C. Each level of the proficiency in the official language has two degree: lowest – the 1<sup>st</sup> degree, and the highest – the 2<sup>nd</sup> degree.

### Possibilities of mastering the Latvian language in the municipality of Riga

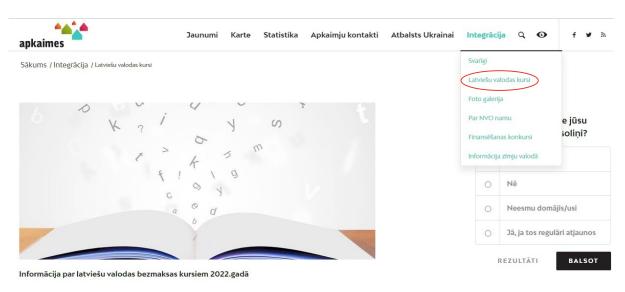
Every year the municipality of Riga provides the possibility to the inhabitants of the city, except school pupils and those who have been granted the status of an unemployed, to attend Latvian language courses free of charge, in the framework of A and B levels. Those who have declared their place of residence in Riga have the possibility to learn the Latvian language free of charge.

Every year the possibility to apply for the Latvian language courses is announced, these are provided by institutions of education that have won the tender held by the municipality. The courses are held in several neighbourhoods in Riga; thus, the inhabitants have the possibility to attend Latvian language training courses in a venue that is convenient for them.

Information on registering for courses is available on the website <u>www.apkaimes.lv</u>, section "Integrācija" [Integration], sub-section "Latviešu valodas apguves kursi" [Latvian Language Courses] (see Figure 1), information is available in Latvian, Russian, and English.

<sup>&</sup>lt;sup>2</sup>Source of information: The Latvian Language Agency <u>www.valoda.lv</u>





#### Possibilities to learn Latvian on - line

The Latvian Language Agency (<u>www.valoda.lv</u>) offers a number of Internet resources for mastering the Latvian language.

A collection of electronic study aids for learning Latvian: A level, B level, C level and games for pre-school and primary school age children are available from the website <a href="www.apkaimes.lv">www.apkaimes.lv</a>, section "Integrācija" [Integration], sub-section "Latviešu valodas apguves kursi" [Latvian Language Courses] (see Figure 2).



## LATVIEŠU VALODAS AĢENTŪRAS IZSTRĀDĀTIE A LĪMENIS MATERIĀLI LATVIEŠU VALODAS APGUVEI

Sagatavošanas kurss latviešu valodas apguvei (AO pirmslīmenis) Interaktīvais mācību materiāls paredzēts vārdu krājuma pilnveidei. Materiālā ir iekļauti 12 temati: Prieks iepazīties!, No visas pasaules, Pilsētā un laukos, Mana māja un ģimene, Kājām, ar trolejbusu

Interaktīvs materiāls Sāksim runāt latviski!

un lidmašīnu, Ikdienas darbi, Iepirkšanās, Labu apetīti!, Brīvais laiks, Es ceļoju ..., Esi vesels,

Mācības un darbs. Papildus var izmantot mācību kartītes Sāksim runāt latviski!.

Sāksim runāt

latviski!

# **Municipality Police of Riga**

The Riga Municipality Police ensures public order and security, receives calls from inhabitants and responds to them in 24 h regime.

Information about the Riga Municipality Police can be found on the website <a href="https://rpp.riga.lv/">https://rpp.riga.lv/</a>, contact information – 12a Lomonosova Street, phone 67037811, e-mail: <a href="mailto:rpp@riga.lv">rpp@riga.lv</a>.

You can use a mobile app to contact the Riga Municipality Police (see Figure 1). The app can be used with or without making one's profile.

This app can be used to report on violations, appending photos or videos recording violations. Likewise, this app is a convenient way for asking questions to the Riga Municipality Police. If you report by using the app, your location will be determined automatically, but you can add more details about the place of incident. The app also shows how far you are from the closest department of the Riga Municipality Police. The app can be downloaded free of charge from Google Play and App Store.



Figure 1





### Important to note

Info phone line of the Municipality Police for tourists 67181818 Hotline of the Municipality Police 67037555

If there is threat to public order, a crime has been committed or a traffic accident has occurred, the State Police should be informed. **Emergency toll-free hotline—110**.

### Single emergency phone number 112

This phone number is designated for emergency cases to receive assistance from firefighters, medical staff or the police when human life, health, security, environment or property is endangered.

### Welfare

### Accessibility of health care<sup>3</sup>

Information on patients' rights, organisation and funding of health care, providers of health care services, as well as mandatory requirements set for medical facilities can be received from the National Health Service. More extensive information can be found on the website <a href="https://www.vmnvd.gov.lv/lv/iedzivotajiem">https://www.vmnvd.gov.lv/lv/iedzivotajiem</a>, or calling 80001234, as well as via e-mail: <a href="mailto:nvd@vmnvd.gov.lv">nvd@vmnvd.gov.lv</a>.

Various groups of residents, depending upon their residence status in Latvia and situation in terms of social insurance, may receive health care services, paid for by the State, e.g., consult with physicians-specialists, undergo examinations, receive medical rehabilitation, pregnancy and obstetric care, as well as other health care services. A patient who receives health care services paid for by the State must make a co-payment, which is comparatively small.

To receive health care services that are paid for, initially, an application must be submitted to NHS, requesting inclusion of the person in the register of the recipients of health care services.

Health care services paid for by the State can be received only in those medical facilities that have concluded an agreements with NHS. Information about these institutions is available from <a href="https://www.vmnvd.gov.lv/lv/ligumiestazu-saraksts-iedzivotajiem">https://www.vmnvd.gov.lv/lv/ligumiestazu-saraksts-iedzivotajiem</a>. General practitioners, ensuring health care services paid for by the State, provide the primary health care. A general practitioner should be sought in the case of sudden illness, exacerbation of chronic illness or a minor trauma. The time of the appointment should always be arranged by phone. You should register with a general practitioner whose basic catchment territory is close to your place of residence. If the general practitioner refers to a physician-specialist then health care services are available free of charge or for a lower fee.

If health care services are paid for privately or by using a health insurance policy, registration with the general practitioner is not necessary, a person may freely choose the physician and the institution for receiving health care services.

All inhabitants, irrespectively of their immigration status, have access to free of charge advice of a general practitioner via phone, in Latvian, English and Russian.

The medical practitioner operating the advisory phone line of general practitioners will provide medical advice in cases of simple illnesses that do not require emergency assistance. There may be cases where the medical practitioner will advise seeing a physician as soon as possible or will divert the call to the National Emergency Medical Service if the complaints about health are such that are life or health threatening.

<sup>&</sup>lt;sup>3</sup> Information available from the website of the National Health Service <a href="https://www.vmnvd.gov.lv">https://www.vmnvd.gov.lv</a> was used to prepare this section.

The advisory service is available on workdays from 17:00 to 8:00, as well as for 24 hours on weekends and holidays. To use this service, dial: 66016001. When calling from the land-line or a mobile phone, the caller pays in accordance with the tariffs their operator has established for phoning a fixed number of Riga range.

If health or life is under threat, one should turn to the admissions wards of hospitals <a href="https://www.vmnvd.gov.lv/lv/slimnicu-uznemsanas-nodalas">https://www.vmnvd.gov.lv/lv/slimnicu-uznemsanas-nodalas</a>, but in cases critical for life the emergence medical service should be called.

### Emergency medical assistance<sup>4</sup>

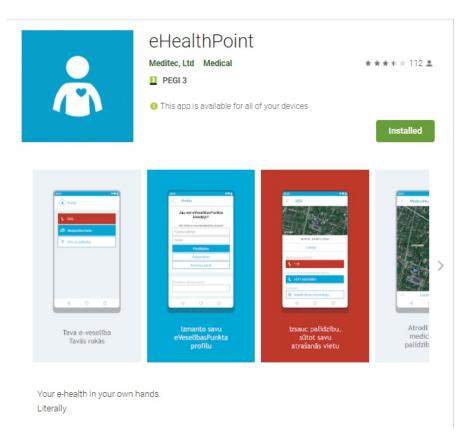
In Latvia, the number to call, if emergency medical assistance is needed, is 113 (Emergency Medical Assistance Service) or 112 (united number for emergency assistance).

These emergency numbers should be called in situations where a person's life is under threat and minutes can be decisive in receiving as sistance – a very serious trauma or a sudden onset of illness and the emergency medical assistance is required immediately.

Emergency medical assistance is available to everyone in a situation where health and life are under threat. However, foreigners and their children, who arrive to Latvia from a country, which is neither an EU or EEA member state, nor Switzerland, and reside in Latvia on the basis of a temporary residence permit, must pay themselves for emergency medical assistance services, or these services must be paid for by the insurance company with which the person is ensured. Citizens of Ukraine and pensioners of Russia are an exception; they can receive emergency medical assistance free of charge, in accordance with the agreement included in intergovernmental treaty.

A mobile app may be used to contact the National Emergency Medical Service - eVeselības Punkts (eHealth Point) (see Figure 1). If using the app to phone emergency medical assistance number 113, the data of the caller's location may be transmitted (GPS coordinates), as well as information about the caller (name, surname, personal identity number), if it has been entered in it. In many cases, this information can speed up significantly the dispatching of the medical team and the receipt of assistance. The app will also point to the nearest medical facility, its contact information and services it provides, as well as a navigation map with the route to the nearest medical facility. The app can be downloaded free of charge from Google Play and App Store.

<sup>&</sup>lt;sup>4</sup>Information available on the website of the National Emergency Medical Assistance Service <a href="https://www.nmpd.gov.lv/lv">https://www.nmpd.gov.lv/lv</a> was used to prepare this section.





#### **Health Care Institutions**

Riga Municipal capital companies provide both health care services paid for by the State, as well as health care services for a charge, more detailed information can be found on the web sites of these institutions or by calling the contact phone numbers of these institutions.

### Outpatient clinics (outpatient health care services):

To register for an appointment with a physician, call 20028801; 8801, or write to pieraksts@rigasveseliba.lv, it can also be done on the webpage www.eveselibaspunkts.lv.

# Limited liability company "Rīgas veselības centrs" [Riga Health Centre] https://rigasveseliba.lv:

- branch "Iļģuciems" <u>rigasveseliba.lv/lv/filiales/ilguciems</u> –15 Sēlpils Street;
- branch "Kengarags" <u>rigasveseliba.lv/lv/filiales/kengarags</u> –13 Kaniera Street;
- branch "Tornakalns" <u>rigasveseliba.lv/lv/filiales/tornakalns</u> –12 Kokles Street;
- branch "Imanta" rigasveseliba.lv/lv/filiales/imanta –1 Imantas 8. Līnijā, Building 1;
- branch "Bolderāja" <u>www.rigasveseliba.lv/lv/filiales/bolderaja</u> 43 Mežrozīšu Street;
- branch "Ziepniekkalns" rigasveseliba.lv/lv/filiales/ziepniekkalns 24 Spulgas Street.

### **Hospitals:**

- •Ltd. "Rīgas 1. slimnīca" [Riga Hospital No.1] <u>www.1slimnica.lv</u> 5 Bruņinieku Street, phone: 67366323, outpatient and scheduled inpatient health care services;
- Ltd. "Rīgas 2. slimnīca" [Riga Hospital No.2] <u>www.slimnica.lv</u> 1 Ģimnastikas Street, phone: 80200991, TRAUMA POINT, open 24 hours, outpatient and inpatient health care services;
- Ltd. "Rīgas Dzemdību nams" [Riga Maternity Ward] <u>www.rdn.lv</u> 45 Miera Street, phone: 67011225, outpatient and inpatient pregnancy and obstetric health care services.

#### Other institutions:

- Pauls Stradins Clinical University Hospital www.stradini.lv;
- Riga East University Hospital <u>www.aslimnica.lv</u>;
- Traumatology and Orthopaedics Hospital <u>www.tos.lv</u>;
- Latvian Centre of Infectious Diseases <u>www.aslimnica.lv/kontakti/latvijas-infektologijas-</u>centrs;
- Riga Stradins University Institute of Stomatology <u>www.stomatologijasinstituts.lv</u>.

The following are the most popular health centres among foreigners for receiving primary health care services and visiting specialists:

- Veselības centrs 4 [Health Centre 4] <u>www.vc4.lv</u>;
- Medicīnas sabiedrība ARS [ARS Medical Company] www.ars-med.lv;
- Diplomātiskā servisa medicīnas centrs[Diplomatic Service Medical Centre] www.dsmc.lv.

#### **Paediatric Health Care Institutions**

The largest specialised paediatric multi-profile medical treatment facility in Latvia is the Children's Clinical University Hospital with its 2 branches - in Torņakalns (45 Vienības gatve) and in Gaiļezers (20 Juglas Street), website <a href="https://www.bkus.lv">www.bkus.lv</a>.

To make an appointment or receive information about services provided by the hospital, phone the Calls Centre of the Children's Hospital (toll-free) **80708866**, operating hours on work days from 8:00 to 17:00. Week-ends and holidays from 10:00 to 17:00, phone number **67536708**.

### **European Health Insurance Card**

European Health Insurance Card (EHIC) can be used in Latvia. The card confirms that the person is a resident of a Member State of the European Union, the European Economic Area (Iceland, Norway, Lichtenstein) or the Confederation of Switzerland (hereafter – Member State) and that the person is socially insured in their country. During a short-term stay in another Member State, the card confirms the right to receive the necessary or emergency health care in the same scope as it is ensured to the residents of this state. Such assistance will be provided by medical facilities and physicians who ensure health care services, guaranteed by the State, in the respective country.

### Health promotion and prevention measures in the municipality<sup>5</sup>

To facilitate healthy lifestyle and promote resident's awareness and understanding of health promotion in maintaining, improving health and in prevention, the Welfare Department of the Riga City Council provides the opportunity to participate in various activities free of charge – trainings, lectures, seminars, and other events.

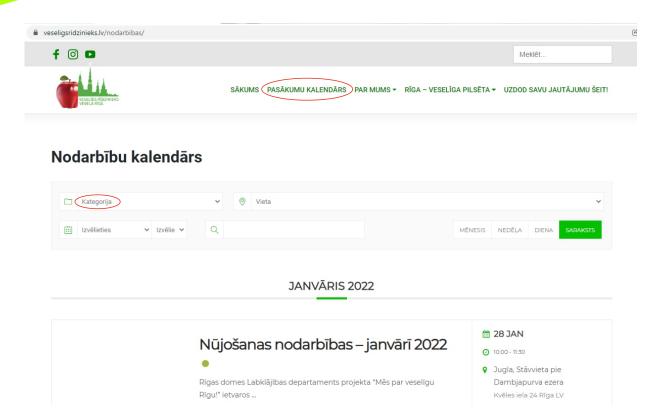
The range of activities includes activities aimed at improving residents' knowledge about such health-impacting factors as psycho-emotional health, safety at home and in public spaces; trauma prevention; developing healthy habits; healthy nutrition; physical activities; prevention of infectious diseases and dependencies, as well as improving knowledge about reproductive health, importance of personal hygiene and oral health.

The offer of activities is extensive—sports activities, activities for expectant and young mothers, educational seminars on the upbringing of children, activities including elements of art therapy, etc. These activities are intended for various target audiences, including children, adolescents and their parents; expectant parents; seniors; specialists in various fields.

Information about the scheduled activities, as well as otherhealth and prevention related issuescan be found on the website <a href="www.veseligsridzinieks.lv">www.veseligsridzinieks.lv</a>. Section "Pasākumu kalendārs" [Calendar of Events] (see Figure 2) can be searched according to "kategorijas" [categories] of events, for example, events for children, parents, sports activities, etc., as well as according to the scheduled time and place. All these activities, held both on-site and remotely, are available free of charge.

<sup>&</sup>lt;sup>5</sup>Information available from the webpage of the Welfare Department of the Riga City Council <a href="https://ld.riga.lv/lv/">https://ld.riga.lv/lv/</a> was used to prepare this section.





### **Social Assistance**

Information about the available State social benefits, for example, sickness benefits, benefits for families with children, compensation for damages related to accidents at work, etc., the amount of benefits and the required status and eligibility criteria for receiving them can be received from the State Social Insurance Agency (SSIA) — website <a href="www.vsaa.gov.lv">www.vsaa.gov.lv</a>. Information is available in Latvian, Russian, and English. A person may receive advice from a specialist who will provide explanations on the rights to receive assistance and will inform about the procedure for receiving it, on the basis of information about the persona at the disposal of SSIA.

In Latvia, social assistance and social services are provided by the local government, on the territory of which the particular person is registered. In Riga, these services are provided by **the Welfare Department of the Riga City Council.** 

### Information about possibilities to receive municipal social assistance

By calling the toll-free informative phone line of the Welfare Department of the Riga City Council **80005055**, residents of Riga can receive information about social assistance and social services in the capital city, for example, about the support provided by the Riga Social Service, status of a poor or needy household, guaranteed minimal income, home care, housing benefit, locations where hot food is provided, food parcels, etc.

Working hours of the toll-free informative phone line: Monday, Tuesday, Wednesday and Thursday from 9:00 to 17:00. Friday from 9:00 to 16:00. Lunch break from 12:30 to13:00. A voice-mail operates outside the working hours. Due to the large number of callers, sometimes the waiting time reaches up to 10 minutes before connection with the operator is secured.

Information is available also from the website of the Welfare Department of the Riga City Council <u>www.ld.riga.lv</u>, it also provides more extensive information about accessibility of social services and social assistance in Riga. Information is available in Latvian and Russian.

### **Education**

### Kindergartens

# How to register a child for a pre-school educational institution of the municipality of Riga (kindergarten)?

146 municipal kindergartens, as well as pre-school groups in a number of schools operate in Riga. To register on the waiting list, only one criterion should be met – the child and one of his or her parents must be declared as residing in Riga. It is possible to register on the waiting list even if this criterion is not met; however, the chances to obtain a place at the kindergarten would be negligible. A child can be registered on the waiting list for a place in the kindergarten immediately after the birth of the child. The most important is to have the birth certificate of the child, and the new-born should be granted the personal identification code.

There are kindergartens offering a program to children from the age of 18 months, as well as kindergartens with a program for children from the age of three. One child can be registered for no more than three kindergartens. Those children, who have reached the age of compulsory education established by the State, i.e., five years, are admitted to kindergartens disregarding the waiting list. Likewise, the regulation envisages that those children, whose siblings are already attending a pre-school institution, are admitted to it on priority basis. It is possible to register on the waiting list for a place in a kindergarten on the e-service portal of the Municipality of Riga www.eriga.lv, by selecting the service "Reģistrācija pirmsskolai" [Registering for Pre-school] (see Figure 1), or by going to the Client Service Centre of the Riga City Council Education, Culture and Sports Department (5 Kr. Valdemāra Street) or any other point of the Riga City Neighbourhoods Residents Centre, presenting a personal identity document.



After the child has been registered on the waiting list, it is possible to follow the progression of the queue on the same Internet website.

# Where to find information on the pre-school educational institutions (kindergartens) of the municipality of Riga and services they provide?

Kindergartens with Latvian as the language of instruction operate in Riga, there are also kindergartens with groups where both Latvian and the minority language (Russian) are used as the languages of instruction. Information on the accessibility of kindergartens in the city, their location, contact information, as well as the educational programmes implemented in them is available on the website of the Riga City Council Education Culture and Sports Department <a href="https://www.iksd.riga.lv">www.iksd.riga.lv</a> section "Katalogs" [Catalogue] (see Figure 2), sub-section "Pirmsskolas" [Pre-school Institutions].



figure 2.

There are also specialised kindergartens for children with health disorders. Children are admitted to these kindergartens only on the basis of an opinion provided by a general practitioner and the Pedagogical Medical Commission, which is competent to make psychological and medical assessment of a child to recommend an educational program that is most appropriate for the child's development, abilities and health condition.

Information about kindergartens can be obtained from the Riga City Council Education, Culture and Sports Department (5 Kr. Valdemāra Street), by phoning 67026816, or via-email: <a href="mailto:iksd@riga.lv">iksd@riga.lv</a>.

### Is it possible to attend a private pre-school educational institution?

Children can attend a private pre-school educational institution, if the parents have chosen it, as well as in those cases, when they are still on the waiting list for a place at a municipal kindergarten and this serves as an alternative. The list of those private pre-school education institutions that the municipality of Riga has concluded agreements of cooperation with can be found on the Internet webpage <a href="www.iksd.riga.lv">www.iksd.riga.lv</a>, section "Katalogs" [Catalogue], sub-section "Pirmsskolas" [Pre-school Institutions].

For children who attend private kindergartens, the municipality partially covers the costs of services, which are reviewed annually and show the trend of increasing. Currently (in 2021), the monthly co-financing by the municipality of Riga is 266.69 euro for a child from 18 months to four year old s, and 199.63 euro for a child who has reached the age of mandatory education.

Those children, who are on the waiting list for a municipal kindergarten in Riga and have not been provided a place, may also receive co-financing for covering the costs of services provided by a certified nanny. Currently (in 2021), the co-financing for a nanny for one child per month is 151.13 euro.

Questions regarding private institutions of education may be addressed to the National Centre for Education (2 Vaļņu Street), as well as by phoning 67216500, or via e-mail: <a href="mailto:visc@visc.gov.lv">visc@visc.gov.lv</a>. Information can be sought from the Association of Private Institutions of Education. Issues related to a nanny's services can be resolved at the Riga City Council Education, Culture and Sports Department (5 K.Valdemāra Street), as well as by phoning 67026816 or via e-mail: <a href="mailto:iksd@riga.lv">iksd@riga.lv</a>.

# What payments are the parents expected to make if their child attends a pre-school educational institution?

Currently (in 2021), parents are not required to cover the costs at the pre-school institution of education of the municipality of Riga. If a child attends a private institution of education and this institution has concluded a cooperation agreement with the Municipality of Riga then the costs for child's stay at the kindergarten will be divided between two payers: the parents and the municipality of Riga.

### Schools

### How to register a child for schools of the municipality of Riga?

A child can be registered for enrolment at a Riga municipality school both by attending in person and by submitting an application electronically. An application to school can be submitted throughout the year, starting with the date when the child has reached the age of five or the age of compulsory education established in the State. It is possible to register for a number of educational institutions, however, when forming the 1<sup>st</sup> grades, the priority will be given to those children, whose declared place of residence is within the catchment area of the school, since the principle of catchment areas operates in Riga, which guarantees that all first graders can study at schools that are close to their homes or a school that is attended by their brother or sister. When registering children for other grades, the principle of the catchment area no longer applies. Institution of education reviews the enrolment of a child at school in the year when the child turns seven. If the parents consider that the child is ready for school already at the age of six, they must receive a written confirmation from the general practitioner. Likewise, if the parents send the child to school one year later, at the age of eight, they also must receive a doctor's certificate.

# Where to look for information about Riga municipality schools and the educational programs they provide?

Currently (in 2021), 104 schools function in Riga, including both schools with Latvian as the language of instruction and ethnic minority (Russian) language as the language as instruction, there are also schools that have both classes with Latvian and Russian as the language of instruction. Schools of large ethnic minority communities (Ukrainian, Belarusian, Estonian, Lithuanian, Polish and Jewish) operate in Riga, where the language of instruction is either Latvian or Russian, but parallel to that also the language and culture of the particular ethnic minority are studied.

There are also special schools intended for children with health disorders. However, children are enrolled in these schools only on the basis of an opinion provided by the Pedagogical Medical Commission, which is competent to make psychological and medical assessment of a child to recommend an educational program that is most appropriate for the child's development, abilities and health condition.

By going to the website <a href="www.izglitiba.riga.lv">www.izglitiba.riga.lv</a> and entering one's home address in the subsection "Skolu mikrorajoni" [Catchment Areas of Schools] of the section "Katalogs" [Catalogue] (see Figure 3), it is possible to find out the district school for your place of residence. Information about all other schools of the municipality of Riga can also be found on

the same website, also the break-down of schools according to the language of instruction, as well as types – elementary schools, primary schools, secondary schools, special schools, and gymnasiums.



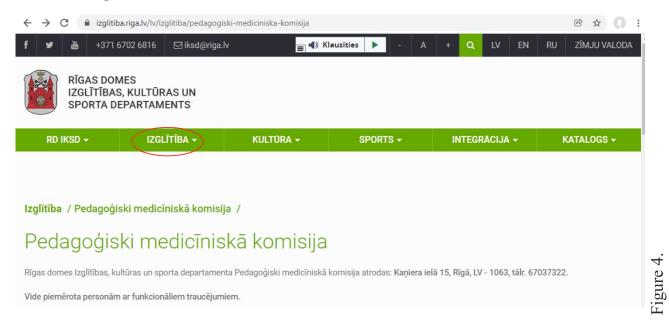
What additional opportunities do the schools offer?

Support staff – social pedagogues, psychologists, speech therapists – work at the schools of Riga Municipality; they can provide advice to both children and their parents. Public transport services are provided free of charge to pupils of Riga, from Grade 1 to Grade 12. Free of charge swimming lessons are ensured to the second graders. Additional Latvian language classes are provided free of charge to those pupils, who have moved to Latvia as a new place of residence or have returned to Latvia together with parents, who have worked abroad for a long period. In a situation like this, upon the request of the school, the municipality of Riga ensures to every child the possibility to take two individual classes per week for the whole school year. Currently, (in 2021) pupils form Grade 1 to 12 receive free lunch. All schools in Riga provide also interest-related education, among other, in music, dance, sports, visual arts, performing arts, etc. Participation in those interest groups is free of charge.

### Where to look for assistance if a child needs special education program?

If a child has any health problems, then the Pedagogical Medical Commission of the municipality of Riga should be addressed; it will provide an opinion on the most appropriate programme of education, having assessed the child's abilities, level of development for preschool children whose place of residence is declared in Riga, as well as pupils from Grade 1 to 12. (see Figure 4).

Information about the Pedagogical Medical Commission of the municipality of Riga, its location, working hours and contact information can be found on the webpage <a href="https://www.izglitiba.riga.lv">www.izglitiba.riga.lv</a>, section "Pedagoģiski medicīniska komisija" [Pedagogical Medical Commission].



A list of schools offering special education programmes is available on the website <a href="https://www.izglitiba.riga.lv">www.izglitiba.riga.lv</a>, section "Katalogs" [Catalogue]. If a pupil is ill for a prolonged period of time then schooling can be organised at home, if the child due to health condition cannot attend an institution of education for more than a month. Home schooling can be organised by adapting it to the individual needs of every pupil. To identify the most appropriate program of education for the child, the parents must register by phone for an appointment with the specialists of the commission; then must come for examination with the child. Consultation by a speech therapist, a special pedagogue, a psychologist, in case of necessity, also a psychiatrist and a rehabilitation specialist is ensured, later the parents must come to receive the opinion. The Pedagogical Medical Commission of the municipality of Riga is located at 5 Kaniera Street, information on its working hours, as well as advice can be obtained by phoning 67037322.

### What school-related payments are the parents expected to make?

General education in Latvia is free of charge; however, the Law on Education envisages parents' involvement in providing for the study process, and these are costs of individual study aids – objects intended for a child's personal use and materials that are used as study aids or in connection with the study process: stationery, clothes and footwear, specific clothes and footwear and items of personal hygiene needed to master the curriculum of some subjects (sports, housekeeping and technologies, etc.), materials that a pupil uses in study process to create an object or product for his or her own personal needs. The State and municipality ensure textbooks and study aids.

Any questions regarding schools of the municipality of Riga should be addressed to the Riga City Council Education, Culture and Sports Department (5 Kr. Valdemāra Street), as well as by phoning 67026816, or via e-mail: <a href="mailto:iksd@riga.lv">iksd@riga.lv</a>.

### Is it possible to attend a private school?

A number of private institutions of general education operate in Riga, and parents have the right to choose also educational services provided by private schools. Any questions concerning private schools can be addressed to the National Centre for Education (2 Vaļņu Street), by phoning 67216500, or via e-mail: visc@visc.gov.lv.

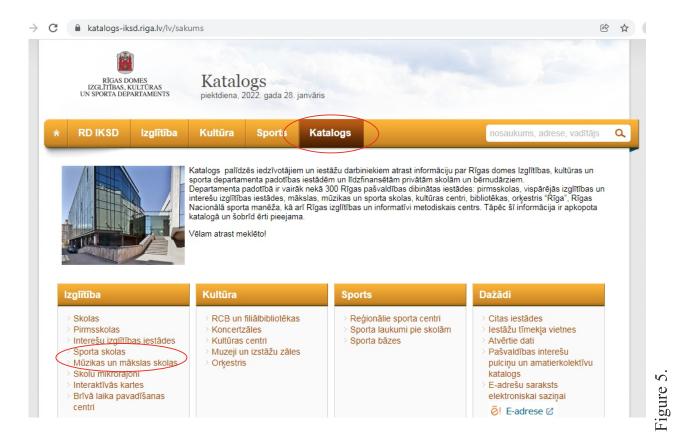
### **Vocationally-oriented music, arts and sports schools**

What are the opportunities provided by the municipality in the field of vocationally-oriented music, arts and sports?

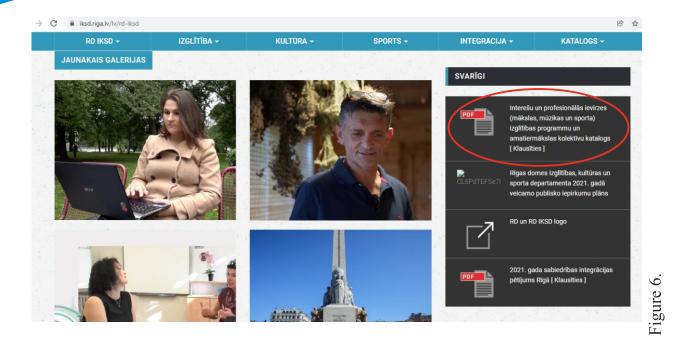
9 municipal music and arts schools, as well as 11 municipal sports school operate in Riga; they implement vocationally-oriented education in arts, music and sports. Children and adolescents can attend vocationally-oriented educational institutions in their leisure time and expand their knowledge and skills in arts, music or sports. These schools provide the opportunity to prepare for acquisition of vocational education in the chosen field of studies. If a child attends any of the vocationally-oriented municipal music, arts or sports school of Riga, then the parents must be aware of co-payments to be made, as established by binding regulations, according to the program of education that the child follows.

# Where to find information on municipal vocationally-oriented music, arts and sports schools?

Information on the municipal music, arts and sports schools for children in Riga, their location, contact phone numbers and the programs implemented by them can be found on the website <a href="https://www.iksd.riga.lv">www.iksd.riga.lv</a>, section "Katalogs" [Catalogue], see Figure 5, sub-sections "Sporta skolas" [Sports Schools], "Mūzikas un mākslas skolas" [Music and Arts Schools].



Information on arts, music and sports schools can be also found in the catalogue of vocationally-oriented (arts, music and sports) programmes of education and amateur groups in Riga. In the digital version this information can be found on the website <a href="www.iksd.riga.lv">www.iksd.riga.lv</a>, section "Svarīgi" [Important] (see Figure 6).



Any questions regarding the municipal music, arts and sports schools in Riga should be addressed to the Riga City Council Education, Culture and Sports Department (5 Kr. Valdemāra Street), as well as by phoning 67026816, or via e-mail <a href="mailto:iksd@riga.lv">iksd@riga.lv</a>.

### **Higher Education**

Higher education does not fall within the competence of the municipality, however, the majority of educational institutions providing higher education are situated in Riga; therefore we provide an insight into the possibilities of acquiring higher education.

In Latvia higher education can be obtained both in State and private institutions of higher education. In order to be enrolled in an institution of higher education a certificate of general secondary education or a diploma of a vocational secondary education is needed. In some study programmes, if the certificate/ diploma of secondary education has been acquired abroad, it must be submitted for expert assessment to the Academic Information Centre, more information available from the website <a href="www.aic.lv">www.aic.lv</a>. In some institutions of higher education applicants are asked to take entrance tests. More detailed information on enrolment requirements for foreigners can be found on the websites of the specific institutions of higher education. In Latvia, study programs in higher education are offered in Latvian, English and Russian. All institutions of higher education in Latvia are listed on the website <a href="www.aiknc.lv">www.aiknc.lv</a>.

### Leisure Time

### For children and adolescents

### Where and how children can engage in meaningful leisure time activities?

Riga has the most extensive offer of interest-related education in Latvia, having 8 child and adolescent centres for leisure time activities, founded by the municipality, which offer the possibility to children from the age of 3 and up to even the age of 25 to participate in various interest groups, their number amounting to 450. Likewise, interest-related education is offered by all schools in Riga, as well as by vocationally-oriented music, arts and sports schools and Cultural Centres of Riga. Child and adolescent centres for leisure time activities offer the possibility to participate in dance, rhythmics, music, technical design, model building, applied and visual arts, sports and environment science groups, as well as theatre studios. Children and young people can also participate in groups of motoring and go-karting, medicine and creative industries—video, animation, photography skills, etc.

Leisure time can also be spent at a number of schools that offer centres/ rooms of leisure time activities, where children and young people have the possibility to engage in creative activities, organise various events themselves, play pool, billiards, sing karaoke, read books and watch TV or captivating video films, or just spend time in a nice company. The children, who attend these centres, are not required to be the students at the particular schools. These centres employ teachers, who are willing to engage in shared activities with children and young people, allowing them to act independently and assuming only supervisory functions. These centres/ rooms can be visited free of charge.

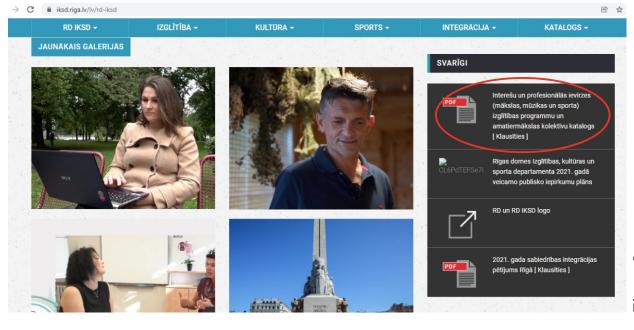
### Where to look for information on interest-related groups?

Information on leisure time activities offered to children, including the offer of centres for children and adolescents and Cultural Centres, their location, contact phone numbers can be found on the website <a href="https://www.iksd.riga.lv">www.iksd.riga.lv</a>, section "Katalogs" [Catalogue] (see Figure 1).





Information can be found also in the catalogue of interest-related and vocationally-oriented education programs (arts, music, sports) and amateur groups in Riga; its digital version can be found on the website <a href="www.iksd.riga.lv">www.iksd.riga.lv</a>, section "Svarīgi" [Important] (see Figure 2).

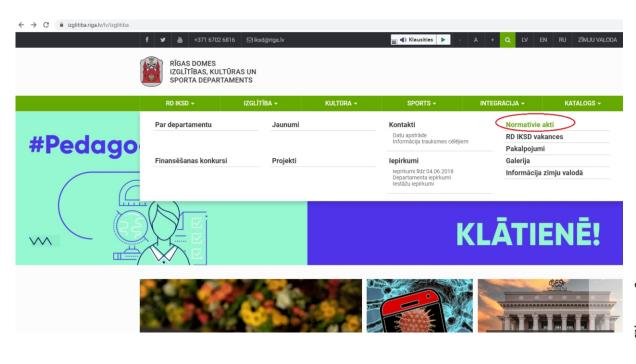


Information about the municipal offer of interest-related education may be sought from the Riga City Council Education, Culture and Sports Department (5 K.Valdemāra Street), as well as by phoning 67026816 or via e-mailiksd@riga.lv.

### What payments parents are expected to make in connection with municipal interestrelated education services?

Parents pay monthly co-funding fees, depending upon the duration of the program. The amount of co-financing that the parents must pay for interest-related education can be found\_on the website <a href="www.iksd.riga.lv">www.iksd.riga.lv</a>, section "Normatīvie akti" [Regulatory Enactments] (see Figure 3).

The amount of co-funding can be found in the document "Saistošie noteikumi Nr.188" Par līdzfinansējuma samaksas kārtību profesionālās ievirzes izglītības programmu apguvei Rīgas pilsētas pašvaldības izgltības iestādēs" [Binding Regulation No 188 "On the Procedure for Paying Co-funding for Acquiring Interest-related Educational Programs at the Riga Municipality Institutions of Education"].



igure 3.

# What are the leisure time activities for children and adolescents during school summer holidays?

As the summer holiday approaches, parents are invited to select together with their children summer camps, courses, which are organised to offer interesting and useful leisure time activities to children and adolescents, granting the opportunities to acquire new skills, knowledge and friends. Camps are held for various age groups. Among them – both day and full-time camps on various topics, allowing parents to choose the time, duration and venue of the camp that is most appropriate for their child. The costs of the camps depend upon the location, program, scheduled activities, as well as catering and living premises offered. For a child to participate in a camp, parents must meet certain mandatory formal requirements, among them, conclude an agreement with the organiser of the camp, etc.

During school summer holiday children and young people in Riga are offered the possibility to engage in leisure time activities organised both in the city centre and in the neighbourhoods. Anyone interested can master free of charge basic skills in various sports disciplines, go for training sessions, take part in contests, acquire mountain climbing skills, improve skills in photography, painting, set up exhibitions, as well as engage in local history studies by participating in urban orienteering activities, study collections of Riga museums, showcase one's talent in literature, music, history, go on sightseeing tours to visit unusual sites in the neighbourhoods of the city and to take part in other exciting adventures. Likewise, during the summer holiday children and young people of Riga have the opportunity to visit centres and rooms for leisure time activities set up at the institutions of education and also visit branches of the Riga Central Library to participate in various contests and quizzes, in interesting and attractive events.

### Where to find information on available camps and other activities organised in the city?

A list of camps organised by the educational institutions of Riga, among them – those organised by schools, interest-related centres of children and adolescents, sports schools and other institutions, as well as by associations and foundations, their contact phone numbers, venues, as well as indications regarding their target audiences are available (usually at the end of spring) on the website <a href="www.izglitiba.riga.lv">www.izglitiba.riga.lv</a>. Information on other leisure time activities provided by the municipality is available from the Riga City Council Education, Culture and Sports Department (5 Kr. Valdemāra Street), by phoning 67026816, or via e-mail: iksd@riga.lv.

It is possible to register a child for the camps, organised by the institutions of education of the municipality of Riga online, in the portal of online services of the municipality of Riga www.eriga.lv, selecting the service "Pieteikšanās bērnu un jauniešu nometnēm" [Applying for Children's and Adolescents' Camps] (see Figure 4).



### For adults

### Where and how adults can engage in useful leisure time activities?

170 amateur groups, supported by the municipality, are active in Riga. Inhabitants of the city can participate in a number of folk applied arts, visual arts studios, participate in choirs, sing in ensembles and vocal studios, dance, engage in groups of ethnic minorities, master photography skills and play theatre. Amateur groups function at Riga Centres of Culture.

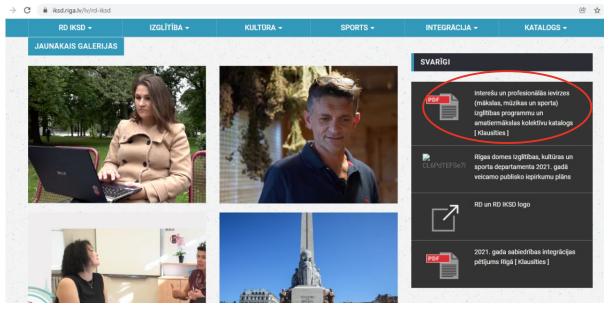
### Where to find information on municipality amateur art groups?

Information on Riga amateur groups, venues and contact information, as well as descriptions of group activities can be found on the website of the Riga City Council Education, Culture and Sports Department <a href="https://www.iksd.riga.lv">www.iksd.riga.lv</a>, section "Katalogs" [Catalogue] (see Figure 5).

Figure 6.



The offer of amateur groups can be found also in the catalogue of interest-related and vocationally-oriented (arts, music, sports) education programmes and amateur groups in Riga, the digital version of it is found on the website <a href="www.iksd.riga.lv">www.iksd.riga.lv</a>, section "Svarīgi" [Important] (see Figure 6).

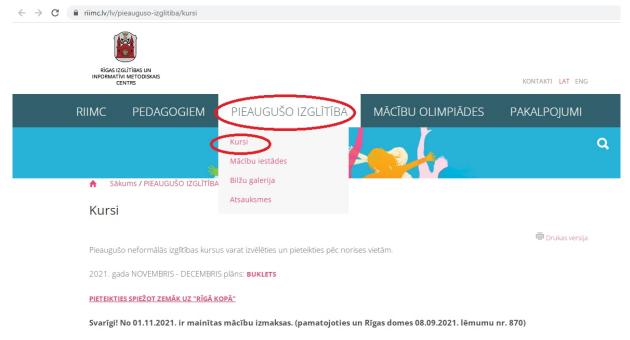


Information on amateur groups is also available from the Riga City Council Education, Culture and Sports Department (5 Kr.Valdemāra Street), by phoning 67026816, or via e-mail <a href="mailto:iksd@riga.lv">iksd@riga.lv</a>.

### Life-long education - courses, training

Learn about most recent trends in gardening, acquire knowledge about keeping pets, make beautiful scarves, beautiful jewellery, learn the skills of applying make-up tastefully or improve your proficiency in a language, study psychology, receive valuable advice on raising children—all of it is offered at non-formal education courses for adults in Riga. Every year at the beginning of autumn inhabitants can choose a convenient venue and time to attend an adult life-long education course. The inhabitants are expected to co-finance the courses, however, since the courses receive financial support from the municipality, the participants are not expected to cover the entire prime costs of the courses.

Information on non-formal education courses, contact phone numbers and information on venues is published every month on the website of the Riga City Council Education, Culture and Sports Department <a href="www.iksd.riga.lv">www.iksd.riga.lv</a> and the Education and Information Services of Riga <a href="www.riimc.lv">www.riimc.lv</a>, section "Pieaugušo izglītība" [Adult Education], sub-section "Kursi" [Courses] (see Figure 7).



### **Culture**

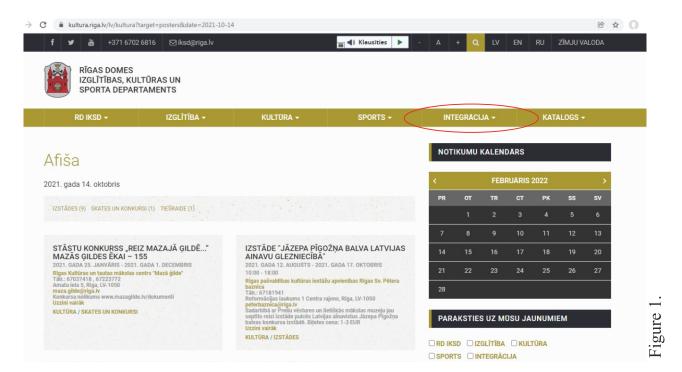
### Culture events

### What is the cultural offer in the city?

The city of Riga offers a very wide range of culture events provided by the municipality of Riga, including city-scale events and events to mark seasonal traditions, national holidays and remembrance days, which predominantly are open to citizens free of charge. However, there are also events, concerts, exhibitions, performances and the like that charge an entrance fee. Cultural events that are supported by the municipality of Riga are held both in parks and on squares, as well as in cultural centres and churches both in the city centre and its neighbourhoods. Some events are also held at the Children's Music and Art Schools and at the branches of the Riga City Library.

### Where to look for information on the offer of cultural events in the city?

Information on monthly cultural events is available on the website <u>www.kultura.riga.lv</u>, section "Notikumu kalendārs" [Calendar of Events] (see Figure 1), it provides descriptions of the events held in the city, in particular of those that are held with municipal support.



Information on cultural offer in the city, in particular – on those events that are supported by the municipality of Riga, can be obtained from the Riga City Council Education, Culture and Sports Department (5 Kr. Valdemāra Street), as well as by calling 67026816, or via e-mail <a href="mailto:iksd@riga.lv">iksd@riga.lv</a>.

### Libraries

Public library services within the municipality of Riga are provided by the Riga Central Library (RCL) and its 26 branch libraries, as well as its three external service sites. It is possible to borrow from RCL free of charge books, music recordings, films and other materials, to read newspapers, magazines and reference editions, receive advice from a librarian, as well as to use computers with Internet connection, including Wi-Fi Internet for the library users' portable computers. Access to various databases is also ensured on the library computers.

Library is a democratic and friendly environment where to communicate with other people. Moreover, RCL and a number of its branches offer exhibitions and possibilities to participate in interesting events for adults and children. These are meetings with popular personalities, creative workshops, activities for hobby groups, small scale concerts, etc. Information on events open to everybody, as well as on the locations of RCL branches and their opening hours can be found on the website <a href="https://www.rcb.lv">www.rcb.lv</a>.



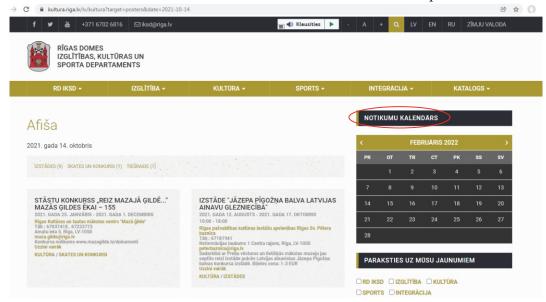
# **Sports**

# Sports events, competitions

More than 100 sports events are held annually in Riga for various target audiences, both for professional athletes and amateurs, as well as for volkssport fans. Sports competitions are organised for children and adolescents, as well as adults and seniors, likewise – for persons with special needs. Popular events like *Rimi* Riga Marathon takes place in Riga, as well as Riga International Velomarathon, international track-and-field contest "Rīgas kausi", International Rhythmic Gymnastics Contest "Baltijas aplis", International Dance Sport Festival "Baltic Grand Prix", etc. The calendar of sports events in Riga spans numerous diverse disciplines of sports, from sports games and team sports up to individual Olympic and non-Olympic disciplines. The offer of Volkssport events is extensive; all supporters of active life-style are welcome, but in particular – families with children. At these events creative and attractive workshops, contests and other activities are offered alongside sports activities, also the possibility to receive advice from a sports professional, etc. The most popular Volkssport event is the popular jogging series "Izskrienam Rīgu" [Running through Riga], cross-country race with obstacles "Drosmes skrējiens" [Courageous Cross-country Race], "Vecāķu skrējiens" [Vecāķi Cross-country Race], Rogaining, etc.

# Where to look for information on sports contests, including Volkssport and family sport events in the city?

Information on monthly sports events is available on the website <a href="www.sports.riga.lv">www.sports.riga.lv</a>, section "Notikumu kalendārs" [Calendar of Events] (see Figure 1), where descriptions of all events and contests that are held can be found, in particular, those that are supported by the municipality. The rules of the contests also can be can found on this website, so that anyone wishing to participate could familiarise himself or herself with the rules of the competitions.



Information on major annual sports events and competitions held in the city that are open to the inhabitants both in the capacity of audience and participants, depending upon the type and specifics of the contest, is also published on the website <a href="www.sports.riga.lv">www.sports.riga.lv</a>.

# **Outdoor physical activities**

All inhabitants of Riga can engage in everyday physical activities, without taking part in organised sports events, since they can use free of charge the sports grounds of Riga educational institutions, the non-standard gymnastics equipment installed there, as well as 30 mini football fields. The inhabitants are also kindly welcome at recently established sports stadiums: the Central Sports District (116A Krišjāna Barona Street), Riga Secondary School No. 84 (141 Lielvārdes Street), Riga Ostvalds Secondary School (20 Dammes Street), sports centre "Kengarags" (273 Maskavas Street), Riga Daugavgrīva Secondary School (5c Parādes Street), regional sports centre "Sarkandaugava" (22/ 24 Sarkandaugava Street). Riga Imanta Secondary School (158 Kurzemes prospekts), Riga Jugla Secondary School (64 Kvēles Street), etc. These stadiums may be used free of charge at the time when training sessions or competitions are not held there. Moreover, some centres, for example, the regional sports centre "Sarkandaugava" and the Centre of Sports and Active Recreation (15 Uzvaras bulvāris) offer also equipment for rent. Information about the sports bases of the municipality of Riga, their location and contact information is provided on the website www.iksd.riga.lv, section "Katalogs" [Catalogue] (see Figure 2).



igure 2.

# **Civic Participation**

# Involvement in the work of non-governmental organisations

How to become involved in the activities of non-governmental organisations and where to find information on them?

Non-governmental organisations unite various groups of socially active inhabitants. Approximately 10 000 non-governmental organisations operate in Riga, among them – ethnic, social, neighbourhood NGOs, etc.

Anyone interested in becoming involved in their activities are invited to visit **the NGO House** (NGO House 43a Ieriķu Street). It provides insight into the whole range of NGOs in Riga and their main lines of activities, it is possible to meet like-minded people there, find out about topical events in the life of NGOs, gain support for the development of an organisation, receive information, including information about possibilities to engage in voluntary work, as well as to participate in and organise a variety of events.

Information on the NGO House is available from the website <a href="www.apkaimes.lv">www.apkaimes.lv</a>, section "Integrācija" [Integration], sub-section "Par NVO namu" [About the NGO House] (see Figure 1), here you will find information about the NGO House and the resources it provides, calendar showing occupation of premises, as well as contact information.



The NGO House publishes its monthly electronic newsletter "NVO nama ziņas" [News of the NGO House], providing information on the NGO House's news, scheduled seminars and events. Subscribe to "NVO nama ziņas" via e-mail: <a href="mailto:nvonams@riga.lv">nvonams@riga.lv</a> Follow the news of the NGO House also on its Facebook account <a href="https://www.facebook.com/RigasNVOnams">https://www.facebook.com/RigasNVOnams</a>

Information about relevant issues related to societal integration in the city of Riga, NGO's activities and implemented projects is available from the webpage <a href="www.apkaimes.lv">www.apkaimes.lv</a>, section "Integrācija" [Integration] (see Figure 2).



# How to become involved in and participate in the activities in one's neighbourhood?

The territory of Riga consists of 58 neighbourhoods. This division is not official, however, is often used in daily life. A neighbourhood is defined as a populated area of an appropriate size with its own infrastructure, identity and character that follow from the type of construction, physical boundaries, landscape and the sense of community among the residents.

Riga has its Neighbourhood Residents Centre (NRS) with 5 neighbourhood coordinators, whose task is to identify the needs of the neighbourhood residents, to inform about the possibilities for participating in developing their neighbourhood, to facilitate communication between residents and the municipality on matters relating to improving the urban environment and development, to provide support to neighbourhood associations and residents' interest groups and to promote consolidation of the community. Each neighbourhood coordinator supervises several neighbourhoods of Riga. The neighbourhood coordinators can be also reached through and are actively involved in the Facebook groups of each NRC point.

#### AIC apkaimju koordinatori sasniedzami:

■ Centrs point: <a href="https://www.facebook.com/groups/462667248161711/">https://www.facebook.com/groups/462667248161711/</a>
9 neighbourhoods - Avoti, Brasa, Centrs, Grīziņkalns, Kundziņsala, Mežaparks, Pētersala - Andrejsala, Sarkandaugava, Skanste;

- Āgenskalna point: <a href="https://www.facebook.com/groups/199332172008431/4">https://www.facebook.com/groups/199332172008431/4</a>
  9 neighbourhoods Atgāzene, Āgenskalns, Bieriņi, Bišumuiža, Katlakalns, Ķīpsala, Salas, Torņakalns un Ziepniekkalns;
- Imantas point: <a href="https://www.facebook.com/groups/469786351181229">https://www.facebook.com/groups/469786351181229</a>
   9 neighbourhoods Beberbeķi, Dzirciems, Ilģuciems, Imanta, Mūkupurvs, Pleskodāle, Šampēteris, Zasulauks un Zolitūde;
- Bolderājas point: <a href="https://www.facebook.com/groups/501005644271507/">https://www.facebook.com/groups/501005644271507/</a>
   6 neighbourhoods Bolderāja, Buļļi, Daugavgrīva, Kleisti, Spilve un Voleri;
- Maskavas forštates point: <a href="https://www.facebook.com/groups/1090608618100433/">https://www.facebook.com/groups/1090608618100433/</a> 8 neighbourhoods: Dārzciems, Dārziņi, Ķengarags, Maskavas forštate, Pļavnieki, Rumbula, Šķirotava un Vecpilsēta;
- Teikā: <a href="https://www.facebook.com/groups/4126631344063437/">https://www.facebook.com/groups/4126631344063437/</a>
  9 neighbourhoods Berģi, Brekši, Bukulti, Čiekurkalns, Dreiliņi, Jugla, Mežciems, Purvciems un Teika.

Website <u>www.apkaimes.lv</u> provides detailed data about each neighbourhood of the city, as well as information about events held in the neighbourhoods, possibilities for residents to become involved and participate (only in Latvian).

Neighbourhood associations actively participate in the urban planning processes. Everyone who wants to get involved in the creation, improvement and development of their neighbourhood is invited to work in an existing one or to form a new one. Active involvement in neighbourhood activities gives residents the opportunity to create living and working space of their own liking. On website <a href="www.apkaimes.lv">www.apkaimes.lv</a>, section "Apkaimju kontakti" [Contact Info of Neighbourhoods] (see Figure 3), one can find contact information about the neighbourhood association of interest, as well as information about the associations' Facebook accounts.

Jaunumi Karte Statistika Apkaimiu kontakti Atbalsts Ukrainai Integrācija Q 💿

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mju kontakti				
UCMI	KONTAKTI			
BIEDRĪBA	E-PASTS	MĀJAS LAPA	FACEBOOK LAPA	TWITER
Āgenskalna apkaimes biedrība	agenskalnam@gmail.com		https://www.facebook.com/agenskalnam/	@agenskaln
	avotuapkaime@gmail.com		https://www.facebook.com/Avotuapkaime/	
BERĢINIEKI	berginieki@gmail.com	www.berginieki.mozello.lv	www.facebook.com/Berginieki	
Bieriņu apkaimes attīstības biedrība	bierinuapkaime@gmail.com	bierinuapkaime.lv bieriņi.lv	facebook.com/Bierinuapkaime	@Bierini
Bišumuižas attīstības biedrība	bisumuizasapkaime@gmail.com		https://www.facebook.com/bisumuizasapkaime	
Biedrība "Bolderājas grupa"	bolderajasgrupa@inbox.lv		www.facebook.com/bolderajas.grupa	
	BIEDRĪBA Āgenskalna apkaimes biedrība  BERĢINIEKI Bieriņu apkaimes attīstības biedrība Bišumužas attīstības biedrība Biderība Biedrība Biedrība	IMJU KONTAKTI  BIEDRĪBA E-PASTS  Āgenskalna apkaimes biedrība agenskalnam@gmail.com  BERGINIEKI berginieki@gmail.com  Bieriņu apkaimes attistības biedrība  Bišumuižas attistības biedrība  Bišumuižas abiedrība  Biedrība bolderajasgrupa@inbox.lv	BIEDRĪBA E-PASTS MĀJAS LAPA Āgenskalna apkaimes biedrība avotuapkaime@gmail.com  BERGINIEKI berginieki@gmail.com www.berginieki.mozello.lv Bieriņu apkaimes attīstības biedrība bisumuižas attīstības biedrība  Bišumuižas biedrība Biedrība bolderajasgrupa@inbox.lv  Biedrība bolderajasgrupa@inbox.lv	BIEDRĪBA E-PASTS MĀJAS LAPA FACEBOOK LAPA Āgenskalna apkaimes biedrība avotuapkaime@gmail.com www.berginieki.mozello.lv www.facebook.com/Avotuapkaime/ BERGINIEKI berginieki@gmail.com www.berginieki.mozello.lv www.facebook.com/Berginieki Bieriņu apkaimes attīstības biedrība bisumuizasapkaime@gmail.com bierinuapkaime.lv bierini.lv https://www.facebook.com/Bierinuapkaime  Bišumuižas attīstības biedrība bisumuizasapkaime@gmail.com www.berginieki.mozello.lv www.facebook.com/Bierinuapkaime  bieriņi.lv www.facebook.com/Bierinuapkaime  bieriņi.lv www.facebook.com/bisumuizasapkaime  bisumuižas attīstības biedrība bisumuizasapkaime@gmail.com www.facebook.com/bisumuizasapkaime

We also suggest searching Facebook by the neighbourhood's name to find a group of like-minded people in your neighbourhood to receive information about relevant developments in the neighbourhood, find like-minded people, advice and recommendations for resolving various issues in the particular neighbourhood.

# Youth non-governmental organisations and information on them

If a young person living in Riga wishes to join a non-governmental organisation, then he or she should go to Riga Youth Centre "Kaņieris" (15 Kaņiera Street), which provides to all interested persons information on youth non-governmental organisations operating in the capital city, their basic principles and lines of activities, how to find an organisation and engage in its activities. The Centre offers meaningful leisure time activities in its premises, by establishing new contacts, developing new projects and creative recreation. The Centre offers Wi-Fi free of charge, equipment for out- door activities, and other resources. Information on Youth Centre "Kaņieris" can be found on the website <a href="www.kopnica.lv">www.kopnica.lv</a>, as well as Facebook account <a href="https://www.facebook.com/kanieris">https://www.facebook.com/kanieris</a>.

# Voluntary work

Voluntary work in Riga is organised by associations and religious organisations, as well as municipal institutions and hospitals. This work is used in many sectors – social, culture and arts, sports, youth, education and other fields, including large-scale city events.

# Possibilities of voluntary work at the social institutions of the Municipality of Riga.

Programmes of voluntary work, in cooperation with non-governmental organisations, are organised in three social care centres in Riga, at the shelter of Riga, the Centre of Children and Adolescents of the Municipality of Riga (institution of out-of-family care for children) and at Riga 1<sup>st</sup> Hospital.

To find out more about volunteering at these institutions, you should contact organizations with which the municipality has concluded cooperation agreements:

- association "Viegli palīdzēt", <u>www.paliec-majas.lv</u>, e-mail: <u>ilze@paliec-majas.lv</u>;
- foundation "HOSPISS LV", <u>www.hospiss.lv</u>, e-mail: <u>info@hospiss.lv</u>;
- foundation"CARITAS LATVIJA", www.caritas.lv, e-mail: info@caritas.lv;
- association "Latvijas Kristīgā alianse bāreņiem", <u>www.palidzibareniem.lv</u>, e-mail: <u>palidzibareniem@gmail.com</u>.

These organizations attract volunteers, provide training and support groups for volunteers. Volunteering is organized not only on-site, but also by telephone and video, in line with epidemiological restrictions.

Volunteering can also be done in other institutions and organizations - search for information on the Internet and contact the heads of institutions and organizations.

#### Information about voluntary work

Current offers of voluntary work can be found on the website <u>www.brivpratigie.lv.</u> This portal provides and coordinates the exchange of information between persons wishing to volunteer and the organizers of voluntary work, as well as ensures the possibility to persons to apply for voluntary work.

Here, the provider of voluntary work (the volunteer) can get acquainted with and apply fore the offers of voluntary work (missions) of their interest, whereas the organiser of the voluntary work-find volunteers that are suitable for their missions.

To use the portal, volunteers must register in the system, using Latvija.lv or the Internet bank as the means of authorisation, and make their profile. If you have any questions, suggestions or uncertainties write to <a href="mailto:brivpratigie@nva.gov.lv">brivpratigie@nva.gov.lv</a> (see Figure 4).



One can also search for the possibilities of voluntary work in Facebook groups — Rīgas brīvprātīgie aģenti <a href="https://www.facebook.com/groups/rigas.agenti">https://www.facebook.com/groups/rigas.agenti</a> and <a href="https://www.facebook.com/brivpratigie.">www.brīvprātīgie.lv</a> https://www.facebook.com/brivpratigie.

# **Organisations Working** with Migration Issues

• Association "Shelter "Safe House"" <u>www.patverums-dm.lv</u> Facebook account <u>www.facebook.com/Patverums.Drosa.Maja</u> provides support services to victims of trafficking in human beings, legal immigrants, including asylum seekers, refugees and persons granted the alternative status, ensuring the right of the individual to appropriate assistance and defence.

#### Information Centre for Newcomers

Operation of this Centre is ensured by the association "Shelter "Safe House", e-mail: konsultacijas@integration.lv +371 27300233 (Whatsapp), +371 25565098, +371 67898343, +371 28612120. The Centre's specialists provide the necessary support and free legal advice to newcomers from countries outside the European Union.

The Centre provides consultations and answers to various social and legal questions about life in Latvia, for example: employment; migration (residence permits, visas); rental rights (issues related to housing); family law (family reunification, divorce, inheritance issues, etc.); legalization and recognition of educational documents; starting a business (issues related to commercial activities), and others. The Centre also offers the opportunity to receive a psychologist's consultations. The Centre also provides translation services for newcomers: both translation of written documents and interpretation in institutions and bodies that assist the newcomer in the integration process.

Information is available in Latvian, Russian and English from the website <u>www.integration.lv</u> or Facebook group <u>www.facebook.com/Integration.lv</u>.

Information related to integration of third-country nationals in Latvia is published on the website, among others:

- services available to third-country nationals;
- updated information on integration measures implemented by the State and non-governmental organisations;
- informative materials and resources intended for third-country nationals.
- Foundation "Make Room Europe" www.makeroomeu.com, Facebook profile www.facebook.com/makeroomglobal, e-mail: info@makeroomeu.com, works to promote more effective inclusion of newcomers in Riga and Latvian society as a whole. The priority target group for "Make Room Europe" is newcomers with fewer opportunities foreign students, asylum seekers and people with refugee or alternative status. Over the last two years, "Make Room Europe" has gained a great deal of trust from the target group, as it regularly identifies the problems of the target group, involves the target group in the search for solutions, and provides results-oriented solutions in various areas. The activities of "Make Room

- Association "Creative Association for Youth "Trepes" www.trepes.org, Facebook profile www.facebook.com/NVOTrepes, e-mail: ra.trepes@inbox.lv, the aim is to promote integration of young people into social and cultural life by popularizing the principles of volunteering, to promote and develop the sense of affiliation with the State and coresponsibility for life in Latvia in young people of non-Latvian origin and their families, to popularize the principles of volunteering in society, etc. The main areas of activity cover youth work, intercultural education and volunteering. The association organizes regular intercultural events involving new comers, in particular, activities, in which young people and local community interact; likewise, the association promotes the involvement of newcomers in volunteering, as well as organizes Language Cafés, based on different languages, promoting the practice of Latvian and, thus, more successful acquisition of it.
- Association "Latvian Centre for Human Rights" <u>www.cilvektiesibas.org.lv</u>, Facebook account <u>www.facebook.com/LCHRLCC</u>, is an an independent non-governmental organization, which works with integration (minority rights and promotion of tolerance) issues, elimination of discrimination and hate crimes, asylum, migration and fundamental rights (freedom of assembly, freedom of speech, etc.) issues, as well as human rights observation in closed institutions (prisons, police, immigration detention places.)

Cases of discrimination can be reported on the organisation's webpage www.cilvektiesibas.org.lv, section"Zinot par diskrimināciju!" [Report Discrimination], and on its section var "Zinot par naida noziegumu!" [Report Hate Crime] hate-motivated crimes can be reported on. In the framework of some projects, the associations provides advice and legal assistance in cases of discrimination, hate crimes and hate speech.

Association "Gribu palīdzēt bēgļiem" www.gribupalidzetbegliem.lv, Facebook profile www.facebook.com/GPBegliem, e-mail: gribupalidzebegliem@gmail.com, is a movement that provides practical support to persons with alternative status in difficulty, while also helping with general socio-economic integration issues. The association also deals with advocacy issues on a daily basis, both at the individual and national level, in cooperation with other representatives of the NGO sector. We support persons with alternative status in very different ways, for example, by integrating into municipal support systems, helping with both children's and adult education issues, we also work with medical issues, job search, etc. At the same time, "Gribu palīdzēt bēgļiem" [I Want to Help Refugees] invites those interested to become volunteers or supporters of the association.

Association "Latvian Red Cross" (LatRC) www.redcross.lv, Facebook profile www.facebook.com/LatvijasSarkanaisKrusts/, e-mail: secretariat@redcross.lv is one of the largest membership and volunteer organizations in Latvia that provides assistance to people in difficulty. LatRC has accumulated many years of experience in working with groups at risk of social exclusion - individual clients, groups, families with children, third-country nationals, asylum seekers, refugees, persons with alternative status, etc., thus facilitating overcoming ofthe human crisis and inclusion of these persons in Latvian society. The association implements various integration activities to promote the inclusion of newcomers, such as training in new and useful skills, activities for interacting with the local community, as well as a programme of social workers and social mentors for persons under international protection both before and after receiving the refugee or alternative status.

# **Useful Information**

● The Office of Citizenship and Migration Affairs www.pmlp.gov.lv has the jurisdiction to issue identity documents and travel documents, to maintain the Population Register and implement the national migration policy, among other, development of repatriation and asylum policy, determining the legal status of persons, naturalisation, etc. Information is available in Latvia, Russian, and English.

# Portal of Riga Municipality www.riga.lv

The portal provides residents with comprehensive and regular information on current events in Riga, thus facilitating the participation of residents in the decision-making process of the City Council, as well as providing practical, useful information for solving daily problems and on various areas of municipality's activities. Information is available in Latvian, partly in English and Russian

- o Follow also the information published on the Facebook account of the municipality of Riga: <a href="https://www.facebook.com/Riga.lv">www.facebook.com/Riga.lv</a>; <a href="https://www.facebook.com/Riga.lv">@RigasDome</a>; <a href="https://www.facebook.com/Riga.lv">@RigasDome</a>; <a href="https://www.facebook.com/Riga.lv">@RigasDome</a>; <a href="https://www.facebook.com/Riga.lv">@RigasDome</a>; <a href="https://www.facebook.com/Riga.lv">www.facebook.com/Riga.lv</a>; <a href="https://www.facebook.com/Riga
- o Toll-free informative phone of the municipality of Riga 80000800

#### • Portal of the State of Latvia www.latvija.lv

The aim of the portal is to provide quick and easy access to services provided by State and municipal institutions, covering such spheres of life as social services, employment, family, business, education, law enforcement, health, etc. The information on the portal is compiled in the form of a catalogue, which allows finding the required information about public services provided by State and local government institutions, the ways of requesting and receiving them, service-related payments and service descriptions, electronic services include a link to the resource where the service is provided. Section "E-pakalpojumi" [E-services] <a href="https://latvija.lv/lv/Epakalpojumi">https://latvija.lv/lv/Epakalpojumi</a> aggregates information on all e-services available in the portal, for example, declaring one's place of residence, registering with the general practitioner, etc. The portal offers section "Dzīves situācijas" [Life Situations] <a href="https://latvija.lv/kodarit">https://latvija.lv/kodarit</a>, providing brief explanations on how to act in particular situations, how the State can assist you and what your commitments with respect to the State are. By writing a phrase or a word in "Meklētājs" [Search] (Figure 1), it is possible to find easily all data available in the portal, including e-services, relating to the theme of interest. Information is available in Latvian, partially in English and Russian.

Figure 1.